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## Physical Inspection Operations (PI-Ops)

# Special Bulletin # 4

There are many important changes to the inspection protocol:

**Keeping up with changes to the definitions is essential to your success**

Following meetings with industry, and in coordination with the HUD program offices, the Real Estate Assessment Center (REAC) is continuously improving its inspection protocol.

The information in this bulletin is designed to enhance your understanding of the REAC inspection protocol and improve the overall quality of REAC physical inspections. Take some time to become familiar with this change in the protocol:

- **Door Locks (Dwelling Units):** If a door is designed to have a lock, the lock should work. If a door is designed without locks, do not record it as a deficiency. If a lock has been removed from an interior door, do not record this as a deficiency. 504 units have had locks removed. Before you start the inspection, you should be given a list of units relative to 504/FH/ADA. Do not record these missing locks as deficiencies. For public housing, if a lock on a bedroom door is missing or damaged, do not record it as a deficiency.

### How can you apply this new definition?

While the definition can apply in slightly different ways to different kinds of units (e.g. public housing, 504/FH/ADA) the bottom line is the same: If hardware is present it should work. Do not record a deficiency for hardware that has been removed from an interior door.

To see the all the new definitions visit the REAC website at:

<http://www.hud.gov/reac/whatsnew/rephydef.html>